

The HHSA Connection

SEPTEMBER 2004

SAFE, HEALTHY AND THRIVING COMMUNITIES

Cancer Resources Organized County-Funded Information System Helps Cancer Patients Navigate Services

The Cancer Navigator program, championed by County Supervisors **Dianne Jacob** and **Ron Roberts**, is a Web-based system that has helped more than 5,000 local cancer patients and their families navigate the cancer care system.

"The Cancer Navigator is fulfilling the vision of bringing information together for San Diegans to help them find the resources they need," said Supervisor Jacob who officiated at the Navigator's ribbon-cutting, along with Supervisor Roberts in February 2004.

Together the two Supervisors envisioned using tobacco-settlement dollars to design a Web-based clearinghouse of information to help San Diegans cope with cancer. "San Diegans now have a valuable tool that will help them avoid exhaustive searches, as well as a local call center to match them to services," said

Supervisor Roberts.

The Cancer Navigator offers services for cancer patients, family members, caregivers, physicians, nurses and health care providers by linking them to local and national cancer resources and following up to ensure access to care.

One patient who used the Cancer Navigator found clinical trials available in San Diego and avoided traveling to Texas for treatment that would have cost \$22,000.

Margie Keen, Analyst III with Medical Care Program Administration, negotiated and developed the contract with American Cancer Society to develop Cancer Navigator program and **Kiarling Strahm**, Analyst II monitors the contract.

The Navigator Web site can be accessed at www.cancernavigator.org and the call center can be reached at (866) 324-2628 toll free.



CLASSY CLASSIFICATIONS: AGING PROGRAM SPECIALIST II/I

He Gets Around

RSVP for Positive Action

For the past five years, the friendly and gregarious **Bob Maass** has been getting out in the community to visit volunteers of the AIS [Retired Senior Volunteer Program](#) (RSVP) and present a positive image of the Agency-sponsored group. Maass is one of two paid County staff in charge of RSVP.

He explained that in addition to the popular Retired Senior Volunteer Patrol program, volunteers "do everything you can imagine, from tutoring to making quilts for foster homes."

Maass started with the County about 13 years ago as an eligibility technician, after a 22-year career in the faith ministry.

"The County offers opportunities to fulfill your desires and abilities, and I appreciate that," he said.



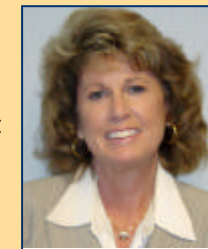
Maass racks up mileage every day to talk to volunteers at the more than 300 RSVP "stations" throughout the county.

A Message from Jean Shepard Agency Director

I strongly believe in sharing information that can help us do our jobs better. I find it important to get the perspective of frontline staff to get a better understanding of the "big picture," which leads to more effective decision making.

Sharing ideas means communicating, and the Agency's commitment to communication starts with [the County's General Management System](#), and branches out in many directions, including meetings, training and of course, this newsletter.

The recent HHSA Connection reader survey gave you a chance to provide feedback and I appreciate the participation of everyone who sent back a completed survey. Please continue to contact your section editor with comments or questions, and I encourage everyone to continually share ideas and suggestions for improvement.



Jean Shepard

DIBBS Bragging Rights

A Message from East Region's ADD

Pam Smith, AIS/East Region General Manager, and I would like to express our pride of and thanks to **Vanessa Garcia**, a public health nurse working for East Region's foster care nursing program. Vanessa submitted a DIBBS suggestion that became the best overall suggestion on safety for the entire year. The safety suggestion was for a rolling luggage scale carrier. All field public health nurses use a baby and/or child scale when out on home visits. Historically, the scale was carried in an over-the-shoulder bag that came with the scale, and typically held other tools such as a stethoscope, blood pressure cuff, measuring tape, Denver Developmental Kits...and whatever else might be needed during a home visit.

Instead of using the heavy bag (which can weigh up to 12 pounds),

Vanessa suggested using a 22" rolling luggage bag to carry the scale and other tools. This suggestion took the burden of carrying items off the shoulder, and therefore prevents injury to the neck, shoulder, back, etc. Injury reduction also leads to reduced worker's comp claims...and makes it much easier to carry necessary home visiting tools.

Those of you who know Vanessa won't be surprised that she leveraged her Maximizer strength to advance the County's Work Safe - Stay Healthy initiative in a very meaningful way. Please join us in congratulating Vanessa.



Rhonna Burrelle

Assistant Deputy Director
East Region, Health and Human
Services Agency

Supervisor Greg Cox, District 1
Terry Hogan, HHSA Finance Director
Vanessa Garcia - East Region PHN II
FY 2003-2004 DIBBS award winner
for Best Overall Safety Suggestion
Supervisor Dianne Jacob, District 3

Support Divisions - Compliance Office

Got License?

New Agency Policy Goes Into Effect for Licensed Professionals

One of the greatest responsibilities we have as Agency employees is our duty to ensure we are providing high-quality and appropriate services to our clients, patients and residents in accordance with all applicable laws, rules, regulations, licensing requirements and funding guidelines.

In order to help meet this goal, the Agency has implemented Policy HHSA-M-3.4, "Employee Responsibility for Reporting Change in License Status." This policy requires that **all employees whose position requires them to possess and maintain a professional license as a condition of employment must immediately notify their supervisor if they are notified that their license**

has been revoked, suspended, placed on probation or if they are the subject of a license related investigation by any outside board, agency, or government authority.

The policy also contains an explanation of the steps the supervisor must take in these situations.

All professionally licensed staff will be receiving a copy of this policy within the next 30 days. In the meantime, if you have any questions, or would like to receive an electronic copy of the policy, please e-mail the Compliance Office at Compliance.HHSA@sdcounty.ca.gov.

Revised Compliance Policies Now on Intranet

All HHSA compliance policies have been revised and are now posted on the Intranet in Section M of the Agency's Manual of Policy and Procedures. [Click here to view.](#)

Compliance Office: (619) 515-4244

Toll-Free Hotline: (866) 549-0004

An ethical workplace is your right...and your responsibility...

Get Out Your Dancing Shoes!

Big Band Concert Coming to Oceanside

It's that time again. Time to gather the family, put on your dancing shoes and join the fun at the 8th Annual Big Band Concert and Dance on Saturday, September 25, 2004, 1-5 pm at the Pier Plaza Amphitheater at the base of the historic Oceanside Pier.

Your \$6 entrance donation will benefit the Straight from the Heart Foster Family Resource Center and their valuable programs and services for our county's foster families. To receive your tickets in advance, send a check (payable to Straight from the Heart) to Nina Morgan, HHSA North Inland Children's Services, MS N-168. Please include your name, phone number, number of tickets requested and a return mail stop. Groups of ten or more will have reserved seating. For more information, please call the Big Band Info line at (760) 630-0909 or visit www.jaywimmer.com.



Have some good, clean fun for a good cause, like these folks at last year's event.

For more information, please call the

Aging & Independence Services

Yes, Together We CAN Make a Difference

Call for Action-Oriented Partners to Aid Regions

Outreach & Education Team members for Aging & Independence Services have been building Community Action Networks (CANs) in their regions. These groups are action-oriented partnerships of professionals, volunteers, consumers and service providers interested in positively impacting the lives of older adults and persons with disabilities in their community.

Each action network has its unique focus, tailored to the need of the particular region. There may be subcommittees on such concerns as emergency preparedness, health care and housing. Action networks are always open for the ideas and energy of new participants.

A Community Action Network is forming to aid persons who live in the City of San Diego ZIP codes. A kickoff meeting will be held from 8:45 to 11:30 a.m. Tuesday, Sept. 28, at the City Heights Wellness Center, 4440 Wightman St., Suite 200, in San Diego. The group will meet regularly at the same time on the fourth Tuesday of each month; locations are yet to be determined. For more information and to RSVP, call Cathy Babin-Weil at (858) 505-6305; email cathy.babin@sdcounty.ca.gov.



Here are details on the other Community Action Networks:

North County Collaboratives Network meets at 2 p.m. on the fourth Tuesday of each month (no meeting in August) at the Vista Library, 700 Eucalyptus in Vista. One of the important issues being discussed now in the group is accessible transportation in North County. For more information on this network, contact Marty Dare, (760) 754-5945.

South County Action Network (SoCAN) meets from 8:45 to 10:30 a.m. on the fourth Wednesday of each month (no meeting in July or December), at the AIS office in South Bay, 780 Bay Blvd., Chula Vista. The group now is targeting ways of getting older adults more engaged in their community, encouraging volunteerism. For more information about SoCAN, contact Anabel Kuykendall, (619) 476-6142.

East County Action Network (ECAN) meets from 1 to 3 p.m. on the third Wednesday of each month (no meeting in July) at the Wells Park Senior Center, 1153 E. Madison Ave., El Cajon. The group is currently working on a volunteer driver program to help with transportation needs. For more information, contact Kathy Holmes-Hardy, (619) 401-3994.

Youth and Binge Drinking Reduced at the Border

Innovative Program Addresses Alcohol-Related Problems

Underage and binge drinking by U.S. youth in Mexico is a serious issue for San Diego County citizens. Differences in alcohol policies - including drinking ages (18 in Mexico, 21 in the U.S.), and low-priced alcohol drinks and longer hours of alcohol sales in Mexico - contribute to significant public health and public safety problems on both sides of the international border.

Thousands of San Diego County teens and young adults (age 24 and below) travel to Tijuana



for the primary purpose of drinking. Consequently, many return to the United States drunk, presenting significant risks to themselves and the public by increasing the potential for car

crashes and alcohol-related violence.

The **Border Youth- and Binge-Drinking Reduction Program** is a binational effort to reduce cross-border teen and binge drinking in the San Diego-Tijuana region by changing policy and emphasizing prevention. The program, operated by the Institute for Public Strategies (IPS) under contract with the County's Health and Human Services Agency (Alcohol and Drug Services), mobilizes support for policy change primarily by the use of news-making efforts. The successful project was named a "Model Program" last year by the Federal Center for Substance Abuse Prevention.

Some of the Successes

In Mexico:

- Changes in "serving" practices
- Reduction of hours of operation among several bars

- Elimination of advertising that encourages binge drinking.

At the border:

- Increased I.D. checking.
- Coordinated sobriety checkpoints among all law-enforcement agencies during peak crossing periods, such as Spring Break.
- Procedures to ensure intoxicated persons receive medical attention and underage youth are held for parent pick-up.



In California:

- Media attention to alert parents and youth of the dangers of crossing into Mexico to drink.
- Passage of a State law prohibiting U.S.-based advertisers from distributing flyers, leaflets, and other material promoting Mexican bars with information that the legal drinking age in Mexico is 18.

Results

- 31% reduction in pedestrians under age 21 crossing into Mexico on weekend evenings.
- 36% reduction in pedestrian crossings by U.S. residents 18 years and older.
- 40% reduction in pedestrians under age 21 returning to America with measurable blood alcohol content (BAC).
- 9% reduction in pedestrians returning with blood alcohol content (BAC) higher than .08

The Border Program is a great example of how collaboration by governmental agencies on both sides of the international border can pay significant dividends in alcohol problem reduction.

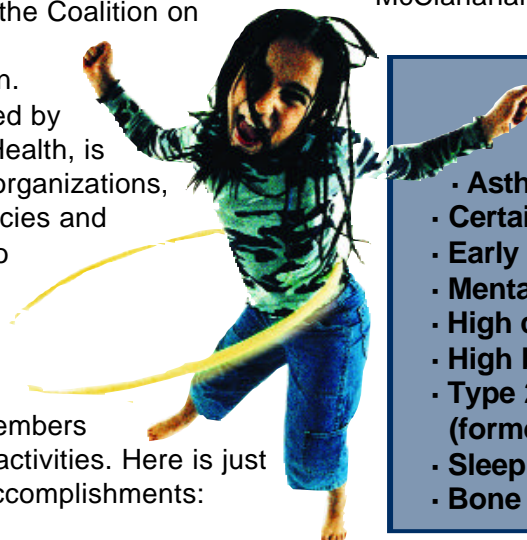


Combating Child Obesity in San Diego County

It's not just about looking like a magazine cover...

Childhood obesity is on the rise and alarming statistics emphasize the need for action to prevent this growing epidemic. Since 1980, the number of overweight children ages 6 to 11 has more than doubled, and the number has tripled for children ages 12 to 19 (Centers for Disease Control, 2002). In 2002, 20.4% of children ages 5-20 in San Diego County were overweight (PedNSS 2002). That same year with the support of County Supervisor Ron Roberts, the Coalition on Children and Weight San Diego (CCWSD) was born.

The CCWSD, facilitated by HHSA's Office of Public Health, is a collaboration of health organizations, schools, community agencies and others working together to combat the rise of overweight children in San Diego County. Since its inception the CCWSD has grown to over 300 members and accomplished many activities. Here is just a sampling of CCWSD accomplishments:



- Developed School Board and PTA presentations to educate about the role parents and schools can play to reduce the prevalence of childhood obesity.
- Coordinated a Before/After-School Forum to address barriers and brainstorm solutions for improving nutrition and physical activity in after-school programs.
- Created many obesity prevention education materials and resources including a Web site and resource library.

If you are interested in joining the CCWSD or receiving information/resources on childhood obesity visit our Web site at www.ccwsd.net or contact Leah McClanahan at (619) 542-4041.

Obesity-Related Diseases Found in Children

- Asthma
- Certain types of cancers
- Early puberty
- Mental health issues
- High cholesterol
- High blood pressure
- Type 2 diabetes (formerly known as adult onset diabetes)
- Sleep apnea
- Bone and joint problems

Need Help?

The Employee Assistance Program is available to you or your loved ones (those living with you, for psychological, financial, or legal issues (including parenting, relationships, substance abuse, grief, anger, anxiety, problem solving, change, etc.). Face-to-face visits and referral possible. Talk to a professional. **It's free, confidential, and convenient.** Call 24 hours a day, 1-888-846-3313, or log on for more info: www.integratedinsights.com

Worried About West Nile Virus?

Get your FREE mosquito eating fish today! Find out where - plus all sorts of other information about West Nile virus in San Diego at: <http://www.sdfightthebite.com/>

Help Fight Breast Cancer

BREAST CANCER FACTS:

- * This year more than 200,000 women and 1,400 men will be diagnosed with breast cancer in the US.
- * 40,000 Americans will lose their lives to this disease.

HELP MAKE A DIFFERENCE! Join the SAN DIEGO COUNTY HHSA TEAM at the 7th annual San Diego Making Strides Against Breast Cancer Walk.

Date: October 17, Sunday

Time: 8:30AM

Place: Balboa Park

Interest list now forming. Contact TRISTINE REYES, (858) 694-5791, or reyst@cws.state.ca.us Hosted by the American Cancer Society. For more info. about the Walk, visit www.cancer.org/stridesonline

Healthy Competition Mental Health Services Enters 7 Managed Competitions

Managed Competition is underway for some Mental Health Services currently provided by County Staff, including Outpatient Clinics and Case Management.

- In a managed competition, a County proposal is evaluated along with proposals from the private sector.
- If the County's proposal is selected as the result of a managed competition, the Request for Proposal (RFP) will be canceled, and County staff will be held accountable for meeting the performance levels and specifications of the County's technical

and cost proposals submitted in response to the RFP.

- If a private provider's proposal is selected, County and provider will enter into a contract for services effective January 2005.

Process

Interested mental health stakeholders were encouraged to submit comments and suggestions to assist the County in finalizing the Statement of Work (SOW) for inclusion in an RFP.

- Public meetings were held where the County presented an overview of the draft SOW and stakeholders provided comments and suggestions. Written comments were also accepted.
- Technical libraries for each RFP are available to assist those making proposals. This "library" is a

collection of data and resources (including Web sites) pertinent to the RFPs.

Eight RFPs

- Final RFPs for six Outpatient Clinics were tailored specifically for each geographic region: five Adult/Older Adult Mental Health outpatient clinics and one Children's Mental Health clinic. Proposals for these RFPs were released in early July, and the proposals are being evaluated in September.
- Draft RFPs for Case Management and Psychiatric Emergency Response Team (PERT) were posted on the BuyNet on July 20. The County later withdrew the RFP for PERT. The Case Management deadline for proposals is 3 PM on October 7.

DEPRESSED, Anyone?

Get a free mental health depression screening by the County. In observance of National Depression Day, **October 7**, County clinicians will be providing screenings in several County locations from October 6-8. Location information will be available after September 15. Contact Ian Rosengarten (619) 563-2777 or view announcement on Network of Care Web site (www.sandiego.networkofcare.org/mh).

Child Welfare Services

Working for Kids and Communities!

Back to School with Love, and in Style Mervyn's Shopping Spree for Polinsky Kids

On Saturday August 7, twenty children ages 6 through 15 from the Polinsky Children's Center were treated to a shopping spree at the Mervyn's store on Mira Mesa Boulevard.

Accompanied by volunteers, Polinsky staff, social workers and Mervyn's employees, each child was given an hour to spend \$100

accessories at discounted prices prior to the opening of the store. This was a joyful experience and a real treat to these children who were made to feel special and may not have had a lot of previous opportunities to receive all brand new items.

The dressing rooms were busy places and the kids were excellent shoppers and very grateful for both the attention as well as the new items. A delicious breakfast of wonderful pastries donated by the nearby Edelweiss Bakery and cof-

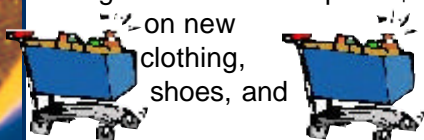
fee donated by Starbucks for the volunteers followed, during which the children

expressed their appreciation to the Mervyn's staff. As the children were leaving, each received a new backpack filled with school supplies.

HHSA Child Welfare Services is grateful to Mervyn's and the other donors as well as the volunteers and staff who made this such a special experience for our children.

This is but one example of the community support for the children served by the Polinsky Children's Center as well as for the important

work being done by HHSA Child Welfare Services Staff.



Agency Employees Making a Difference

Mindy Ripley, facilities manager in North County, served as co-chair for the American Juvenile Arthritis Organization (AJAO) national conference in San Diego in July, serving about 300 families.



Mindy Ripley

Ripley has been volunteering with the AJAO for 15 years and has received a letter of commendation for her involvement from Supervisor Bill Horn.

The organization is devoted to serving the special needs of children with childhood arthritis and their families.

On July 20, the **North Inland Public Health Center** received an "Outstanding Business Partner of the Year" award from the Escondido Education Compact, a local organization designed to provide youth with job readiness training and linkages to employment. The center, which regularly provides work experience to high school student volunteers, was recognized for its "extraordinary commitment to the youth in our community, by hosting student internships and providing career mentoring."



Public Health Nurse Jack Walsh (far right) attended the ceremony and accepted the award on behalf of the Public Health Center.

Terry Cunningham, Chief of the County Office of AIDS Coordination, was elected the President of the California Conference of Local AIDS Directors (CCLAD) for Fiscal Year 2004-2005. The group's next conference will be here in San Diego in November 2004 and will focus on Border Health issues. The group will tour Tijuana AIDS service organizations. This will be a great opportunity for AIDS directors in the 51 local health jurisdictions throughout California to see what is happening across the border and how it affects them.

Got a New Flat Monitor?

Take good care of your newly refreshed PC! To clean the surface of the flat monitor's panel, use a soft clean cloth lightly dampened with water. Do not use ketone type material (ex. acetone) and no chemicals should be used (including Windex).

To clean the monitor cabinet, use a cloth lightly dampened with a mild detergent. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.

New Parking/Transit Pass Claim Form

Use [this new form](#), along with original receipt when submitting claims for transit pass or parking lot reimbursement.

Back to School for YOU?

As a County employee, you may be eligible for tuition reimbursement! [Learn the details](#), and hit those books for a brighter future.

Remember...

You can check your County e-mail, calendar and contacts off-site at <https://webmail.sdcounty.ca.gov>. Remember to be sensitive to proprietary information.

HHSA Web Site Chock Full o' Info

If you haven't looked lately, the [Agency's web site](#) offers lots of handy information. For example, [services can be searched by community](#).

Each month, the *HHSA Connection* will feature the services of the Agency's different divisions, to provide a broad overview of the Agency. This month, the series continues with *Financial & Support Services Division - FSSD*.

The Financial & Support Services Division provides budget, fiscal, and facilities services to Agency programs.

Administration

(619) 515-6742

The Agency Finance Director provides executive leadership and general management of the Agency's financial affairs. The Finance Director represents the Agency on financial issues with other County groups and departments and acts as an extension of the County Chief Financial Officer (CFO) to carry out the CFO's directives within the Health and Human Services Agency.

Budget

(619) 338-2981

The Budget Office works closely with managers and budget staff throughout the Agency to centrally coordinate the Agency's budget development and monitoring. The Agency Budget Office coordinates or supports the following functions:

- \$ Budget Preparation and Monitoring
- \$ Budget Reports
- \$ Budget Policies and Procedures
- \$ Budget Training
- \$ Board Letters
- \$ Findings of Economy & Efficiency
- \$ Legislative Review

Fiscal Services

(619) 338-2301

Fiscal Services provides payment and revenue claiming services for the Agency, including:

- Claims Preparation
 - \$ County Welfare Expense Claim (quarterly)
 - \$ Mental Health Short-Doyle Medical Claim (monthly)

Claims Processing

- \$ Contractor Claims
- \$ Travel and Non-travel Claims
- \$ Child Support Payments

Report Preparation

- \$ Office of Statewide Health Planning & Development Disclosure Report (quarterly & annual)
- \$ State Short-Doyle Medi-Cal Cost Report
- \$ HCFA Medicare Cost Report
- \$ State Report of Realignment Revenue Remittances (quarterly)

Other Services

- \$ Agency Cashiering Functions
- \$ Trust Fund Accounting
- \$ Money Management Services for Clients
- \$ Accounting and Control of all Public Assistance Warrants including direct deposit and electronic benefit transfer (EBT)

Facilities & Support Services

(619) 692-8078

Facilities and Support Services meets Agency facility needs (for the roughly 80 HHSA facilities) and operates the Agency Supply Warehouse, Mail Center, Accounts Payable, Purchasing, and Print and Record Services. Facilities and Support Services provides the following services:

Facilities Management

- \$ Capital Improvement Projects
- \$ Major Maintenance Projects
- \$ Building Services Emergency Services
- \$ Construction
- \$ Contract Administration
- \$ Office Relocations
- \$ Leases
- \$ Guard Services

\$ Fleet Services

Print & Record Services

- \$ Printing and Photocopying Services
- \$ Forms Control and Distribution
- \$ Records Management
- \$ Security Services

Supply Center

- \$ Accounts Payable
- \$ Mail Center
- \$ Purchasing
- \$ Supply Warehouse

Business Plan

[Click here](#) to view our business plan for fiscal years 2003-2005.

Have Some News?

Please submit articles ideas to your section editor listed below, or to Jennifer Mallory, via Outlook e-mail.



County of San Diego
Health and Human Services Agency

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Greg Cox, District 1 Dianne Jacob, District 2
Pam Slater-Price, District 3 Ron Roberts, District 4
Bill Horn, District 5

Chief Administrative Officer

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Health and Human Services Agency Director

Jean M. Shepard

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